

## Hawaii County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

### • PSAP Operations

#### 9-1-1 Call Volume – September 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,525	3,689	38.7%	5,836	61.3%

(\*) Totals are based on calls to primary PSAP.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September	9,525	3,689	38.7%	5,836	61.3%	0	0.0%	1,089	11.4%
August	9,902	3,850	38.9%	6,052	61.1%	0	0.0%	1,116	11.3%
July	10,426	3,940	37.8%	6,486	62.2%	0	0.0%	1,175	11.3%
June	9,893	3,991	40.3%	5,901	59.7%	1	0.0%	1,231	12.4%
May	10,372	4,082	39.4%	6,290	60.6%	0	0.0%	1,163	11.2%
April	9,812	3,908	39.8%	5,904	60.2%	0	0.0%	1,137	11.6%
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
<b>TOTAL YTD</b>	<b>90,154</b>	<b>35,514</b>	<b>39.4%</b>	<b>54,637</b>	<b>60.6%</b>	<b>3</b>	<b>0.0%</b>	<b>10,277</b>	<b>11.4%</b>
<b>AVG PER MO</b>	<b>10,017</b>	<b>3,946</b>		<b>6,071</b>		<b>0</b>		<b>1,142</b>	

Note: Total Calls include Administrative calls that are not direct 911 calls.

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September	1,722	798	46.4%	21.6%	923	53.6%	15.8%	1	0.1%	30	1.7%
August	1,881	877	46.6%	22.8%	1,004	53.4%	16.6%	0	0.0%	24	1.3%
July	2,113	964	45.6%	24.5%	1,149	54.4%	17.7%	0	0.0%	32	1.5%
June	1,831	887	48.4%	22.2%	944	51.6%	16.0%	0	0.0%	21	1.1%
May	1,932	935	48.4%	22.9%	997	51.6%	15.9%	0	0.0%	28	1.4%
April	1,757	918	52.3%	23.5%	836	47.7%	14.2%	3	0.2%	29	1.7%
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
<b>TOTAL YTD</b>	<b>16,842</b>	<b>8,150</b>	<b>48.4%</b>	<b>22.9%</b>	<b>8,684</b>	<b>51.6%</b>	<b>15.9%</b>	<b>8</b>	<b>0.0%</b>	<b>292</b>	<b>1.7%</b>
<b>AVG PER MO</b>	<b>1,871</b>	<b>906</b>			<b>965</b>			<b>1</b>		<b>32</b>	

Note: Total Calls include Administrative calls that are not direct 911 calls.

**Notes:**

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

## Hawaii County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

---

- PSAP Operations (continued)**

### Wireless Test – September 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
09/18/10	Verizon Wireless Network Connectivity	Connectivity Testing – 1 Site/1 Sector		Hawaii PSAP
09/24/10	Verizon Wireless Network Connectivity	Connectivity Testing – 1 Site/1 Sector		Hawaii PSAP
09/27/10	AT&T Mobility	1	3	Hawaii PSAP/ Akimeka

09/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. There have been no updates received to date.

09/01/10 -- Ongoing Akimeka personnel continues to monitor the work with Telematics providers, OnStar, Hughes, and ATX. There have been no updates or further testing scheduled by the Telematics providers.

09/01/10 -- Ongoing Akimeka personnel continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart should be finalized and be ready for review by the end of October 2010.

09/01/10 -- Ongoing Akimeka personnel received and reviewed the CRSS from Sprint-Nextel for their Nextel towers. Questions were sent to Jennie Stein and no response has been received to date.

Sprint's CRSS is still under review by Akimeka personnel.

09/01/10 -- Ongoing Akimeka personnel participated in the monthly joint NENA/APCO Urgency Algorithm/3rd Party EMD working group, Telematics committee, and data transfer conference calls. The committees are reviewing best practice procedures for EMD delivery by Telematics providers.

09/01/10 -- Ongoing Akimeka personnel finalized the 2010 Annual Audit for T-Mobile and are in the process of reviewing the updates received from Benjamin Vermillion on September 30, 2010.

## Hawaii County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

### • PSAP Operations (continued)

09/01/10 -- Akimeka personnel received an update from Dave Solanik of Intrado regarding the  
09/20/10 loss of ANI/ALI on August 14, 2010. The trouble was isolated to an operating system upgrade on a platform that Intrado believed would not impact PSAP operations.

It was agreed that going forward, the 9-1-1 centers (PSAPs) would be notified in advance of any work being done on equipment regardless if there is a potential impact to PSAP operations or not.

This update was provided to Lieutenant Wana and Sergeant Ing on September 20, 2010.

09/08/10 -- Akimeka personnel along with the Hawai'i County PSAP, are finalizing TVWs, drive  
Ongoing plans and testing dates to re-test all of the Verizon Wireless towers on the island of Hawai'i. Re-testing was requested by Verizon Wirless due to an upgrade of equipment on their network. Testing has been scheduled for October 5 -- 6, 2010. Test documents have been distributed.

09/21/10 Akimeka personnel upgraded Positron's PowerMap system from Version 3.2 to 4.0. Version 4.0 includes the following new capabilities: 1) GeoDBSync which allows the PSAP GIS server to connect to a Geodatabase server, 2) Addition of a Voice Over IP (VoIP) icon, and 3) Addition of the "Soundex" check box in the Search tool which enables a search of all records that sound like the text (street name, common place name, or intersection).

Installation was completed on the server and all workstations for Police and Fire.

### • MSAG

#### Current Month – September 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL								# of Transactions	TNs Affected	
HAWAII	183	152	91	8	11	20	22	2,828	31	0	0

Revised categories and report format changes effective April 2009.

During the month of September 2010, 152 change requests were completed relating to the MSAG database, with 2,828 customer ANI/ALI records updated as a direct result. 31 ALI Discrepancy reports were submitted to 911Net for updates and corrections, as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

Efforts continued to focus on correcting 1 – 999999 house number ranges in the community of Hilo.

***There are no records in Suspended status as of September 30, 2010 – twelve consecutive months since October 2009. Awesome!***

## Hawaii County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2010**

HAWAII		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2010	TOTAL										
December											
November											
October											
September	183	152	91	8	11	20	22	2,828	31	0	0
August	245	240	15	187	5	29	4	20	5	0	0
July	392	237	25	162	2	46	2	8	155	0	0
June	189	185	63	27	74	5	16	243	4	0	0
May	255	233	114	66	18	12	23	314	22	0	0
April	196	161	30	69	25	18	19	509	35	0	0
March	182	177	86	37	26	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
<b>TOTAL YTD</b>	<b>2,000</b>	<b>1,682</b>	<b>532</b>	<b>587</b>	<b>211</b>	<b>215</b>	<b>137</b>	<b>8,212</b>	<b>318</b>		
<b>AVG PER MO</b>	<b>222</b>	<b>187</b>	<b>59</b>	<b>65</b>	<b>23</b>	<b>24</b>	<b>15</b>	<b>912</b>	<b>35</b>		

(\*) Applies to Change, Delete and Insert categories.

**Notes:** Revised categories and report format changes effective April 2009.

<b>Definitions:</b>	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

• **Mapping Layers Updated/Loaded Into GIS – September 2010**

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	09/30/10			Per VZW CRSS
	09/29/10			Per VZW Annual Audit
	09/23/10			Per AT&T Mobility CRSS
	09/17/10			VZW -- Changed Lat/Long
	09/14/10			
	09/07/10			Per VZW Annual Audit
Street Centerline			09/21/10	
	09/15/10			
Address Points	09/28/10			
			09/21/10	

(\*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

## Hawaii County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

- Mapping Layers Updated/Loaded Into GIS – September 2010  
(continued)**

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Pseudo Address Points				
Parcels				
Churches				
Coastal Names				
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
Fire Stations				
Food & Beverage				
Hospitals				
Hotels				
Major Roads				
Medical Facilities				
Milepost Markers				
National and State Parks				
Ocean Rescue				
Points of Interest				
Police Beat Boundaries				
Police District				
Police ESZ				
Police Stations	09/17/10			Removed Kailua Village substation per Sergeant Souther (Kona District) since it no longer exists.
Post Office				
Schools				
Service Station				
Subdivisions				
Trails				

(\*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

## Hawaii County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

- Mapping Layers Updated/Loaded Into GIS – September 2010 (continued)**

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Tsunami Evacuation Zones				
Tsunami Roadblocks				

*(\*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

<u>Note:</u>	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
	Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.
	For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.

### Current Month GIS Activities – September 2010

09/08/10 -- Hawaii County PSAP requested maps of individual beats for the Kona District.  
09/17/10 Additional follow-up with Sergeant Gary Souther was needed. North Kohala also requested one map of the entire district.

Akimeka GIS personnel followed-up with Sergeant Souther on September 9, 2010, regarding the beat maps. Individual beat maps from makai to mauka where there is population, major roads, and digital raster graphics (drg) background were requested. Akimeka committed to working on a draft and submitting the individual beat maps electronically for review and approval.

Akimeka GIS personnel prepared and provided twelve (12) individual draft Police beat maps for the Kona District on September 15, 2010. Hawaii Police Department will review, make changes and print the final maps.

On September 16, 2010, the North Kohala District beat map was created as requested by Captain Miyamoto.

On September 17, 2010, the Kona District requested additional Police Beat maps. Akimeka GIS personnel are working on creating these maps.

## Hawaii County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

- Service Requests Transactions

### Open Service Requests – September 2010 (August 28 – September 27, 2010)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawaii County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawaii was received on May 16, 2010.  This request will take considerable effort to coordinate MSAG Community changes with MSAG. Akimeka will discuss this further with the Hawaii County PSAP.
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - AN/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).
3	09/13/10	257	<u>Incorrect Address:</u> TN = 808/929-7425	MSAG - AN/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.
<b>Documented Items Per April 9 Intergraph Conference Call</b>						
4	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka received written descriptions of the police and fire beats from the Hawaii County PSAPs. Screenshots illustrating the changes were sent to the Hawaii PSAPs and Akimeka is awaiting approval of the modifications.

HAWAII				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September	14	14	4	0	0	14	14	0	0	0	0
August	2	1	4	0	0	2	1	0	0	0	0
July	3	8	3	0	1	3	7	0	0	0	0
June	3	13	8	0	0	3	13	0	0	0	0
May	24	15	18	4	9	19	5	0	0	1	1
April	24	16	9	11	3	13	13	0	0	0	0
March	3	3	1	2	2	1	1	0	0	0	0
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
<b>TOTAL</b>	<b>103</b>	<b>99</b>	<b>4</b>	<b>18</b>	<b>16</b>	<b>84</b>	<b>82</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<u>Note:</u> Open Service Requests reflect what is in pending status at the end of the report month.											

<b>Definitions:</b>	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions